

R5 Complaint Tracking Form

To record a complaint, fill in all applicable fields below - including follow-up information. If you wish to forward to another person for follow-up, click on one of the forward buttons. Otherwise, click on the Save Complaint Only button.

To populate the Person Taking Complaint and Follow-Up Person - EPA fields, click on the book icon next to the field and choose the name from the directory (or enter the last name, first name directly in the field).

General Information

Complaint Open/Closed	<input type="text" value="Closed"/>	Source of Complaint	<input type="text" value="Phone Call"/>
Person Taking/Recording Complaint	<input type="text" value="Wagner, Anna"/>	Complaint Date	<input type="text" value="9/5/2018"/>
Nature of Complaint: (Choose one or more)	<input checked="" type="checkbox"/> Air Quality/Indoor Air		

Complainant Information

Complainant Name	<input type="text" value="Non-responsive"/>	Does complainant wish to be anonymous?	<input type="checkbox"/> Yes
Complainant Address		Complainant City	<input type="text" value="Non-responsive"/>
Complainant State:	<input type="text" value="IL"/>	Complainant Zip Code	
Complainant Phone		Complainant Email Address	

Information Regarding Company/Person Complained About

Company or Person Named in Complaint	<input type="text" value="MAT Asphalt"/>		
Company/Person Address			
Company/ Person City	<input type="text" value="Chicago"/>	Company/Person State	<input type="text" value="IL"/>
Company/ Person Zip Code			
Company/ Person Phone		Company/Person Email Address	
Details of Complaint	<input type="text" value="Smelled asphalt and like an oily smell in the morning when she went to work. Said the smell was medium, not strong."/>		

Save or Forward

Follow-Up Persons - EPA

Wagner, Anna

Enter EPA names to the right and click on button to forward.

Follow-Up Division(s):☒ ARD**Follow-Up Persons - Outside EPA**

Deirdre.McQuillen@Illinois.gov

Enter email addresses to the right, separated by semicolons, and click on button to forward.

Response Information**Details of Response**

No staff name was entered on the complaint, just saw this in the complaint log on 11/28. AW

Date Most

11/28/2018

Current Action Taken**Attachments****Attachments****Record Information****Forwarding History**

FIELD TO BE CREATED HERE.

Follow-Up Person (old field from pre-Nov 2018)

Siegel, Kathryn

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